

Evolving Transport

A customer centred program of change



Transport
for NSW

Definitions
August 2019

There are common terms and language we need to use to explain our ways of working. To make sure we are all talking about the same thing consistently, familiarise yourself with the definitions below.

Term	Definition
Customer	Customers are those who use transport networks and services. They include car drivers, heavy vehicle operators, public transport and point to point passengers, pedestrians, cyclists and freight & goods providers.
Communities	Communities are a particular type of stakeholder and refers to groups of people in particular places who are both affected by our work (for example residents living near to construction sites) and experience the outcomes and benefits of our activities (for example residents of a newly constructed Place).
Partners	A Partner of Transport is a particular stakeholder with whom Transport collaborates closely, partners include: <ol style="list-style-type: none"> 1. Government partners (Local, State, Federal) – working together in a partnership 2. Industry partners – includes commercial relationships with industry and advocacy groups linked to indirect commercial/vocational outcomes.
Place	A place in the Transport context is an intersection of transport infrastructure with social infrastructure and commercial activity. These are the areas within and around transit stops where people live and commute. Places can be created as an outcome of Placemaking (see below).
Placemaking	Scoping and delivering places for the community, beyond the immediate transport infrastructure – e.g. delivering the major new Sydney Metro integrated precinct. Placemaking is scalable, and for example could range from a precinct up to an entire region of NSW.
Stakeholder	A stakeholder is any internal or external person, group or organisation that has a direct or indirect commercial, vocational or lifestyle interest in the performance of TfNSW. They can affect or be affected by the actions, objectives and policies of TfNSW.
Client	Any division not directly customer facing will provide services to a division that is customer facing. Customer divisions are therefore referred to as the “client” by non-customer facing divisions. A client role may also exist in any Division where there is an agreed arrangement for supporting services to be provided.
Policy (capital ‘P’)	Government-level policy decisions. Includes: fares, franchising, customer standards for operating services, staff benefits, and other major policy areas where the Government makes decisions.
policy	Regulatory, safety, operational, and organisational policies set and regulated for the Transport cluster.

Term	Definition
Customer division	Any division that primarily has direct interactions with customers, either by providing products or services. In Transport, customer divisions are Greater Sydney, Regional and Outer Metro, Customer Strategy and Technology, P2P, Port Authority & OTSI.
Delivery division	Any division that delivers infrastructure used by customers, but does not directly interact with customers (excepting public engagement on planning). This division type enables customer service delivery through the planning and building of major infrastructure projects. In Transport, this division is Infrastructure and Place.
Enabling division	An enabling division does not directly interact with customers, but provides services to and thereby enables the customer-facing divisions. In Transport, enabling divisions are Customer Strategy and Technology (excl. Freight); Corporate Services; Office of the Secretary; Safety, Environment and Regulation; and People and Culture.
Organisation design	Organisational design serves as the foundation for how we allocate work – it's the considered design of work flow, operating rhythm, procedures structures and systems required to achieve our business objectives.
Operating model	The operating model refers to the way we work with one another. It encompasses the processes by which we get work done and how we interact and engage with one another to do so. It also encompasses decision rights and business rules at a Cluster level.

Term	Definition
Regulated Party	A person or organisation that is subject to legislative or regulatory requirements.
Regulator	A person or body responsible for exercising independent authority in the administering, monitoring or enforcing of legislative or regulatory requirements.
Regulation division	The division responsible for the delivery of regulatory functions and services. In Transport, this division is Safety, Environment and Regulation.